



Thank you for your order with www.FamilyPoolFun.com
Enclosed are important steps to follow for your order.

STEP 1: VERIFY YOUR ORDER: Phone Orders taken by a sales representative have been verified and those orders will not need to call in unless the order has errors. Orders placed online will need to have your order verified within 48 hours of purchase by contacting FamilyPoolFun. Email customerservice@familypoolfun.com to request a call back and include a good time and number to reach you or call us at 1-800-250-5502 or 320-695-2899. This process assures your order and customer information is accurate. Also we need to give you some important shipping details to make sure the delivery is smooth for your family. We must receive your verification before we are able to move forward with processing your order.

STEP 2: LIABILITY RELEASE: If you have not already done so, please make sure that you return the LIABILITY RELEASE FORM you have received via email as soon as possible. You may click on the link, read thru the form and at the bottom you may accept and it will automatically come back to us and change your status. If the window does not readily open for you, you may have pop-ups blocked in your browser and may need to change your settings to open it. Other options: you can download the LIABILITY RELEASE FORM at the following link: http://www.familypoolfun.com/pdf/pool_liability_release.pdf and fax back to us at 1-320-205-3095 or scan and email to: jb@familypoolfun.com Until we receive your liability release, your order will be placed on "hold" status.

STEP 3: DELIVERY/TRACKING INFO: In-stock orders, please allow 5-14 business days to arrive to you. You will receive your tracking number via email once the order is put on a delivery truck for shipment. (Approx two days before delivery you will receive your tracking email.)

Tracking: For status on your order, Email: Tracking@FamilyPoolFun.com

We here at FamilyPoolFun & B.W. Inc are very happy to use UPS Freight for pool kit shipments. Please note that when receiving your order from UPS Freight, you must **INSPECT YOUR SHIPMENT.**

A. Count the boxes on the shipment. If the number does not agree with the number on the delivery receipt, note any shortages on the delivery receipt the truck driver will have you sign and notify us. Email customerservice@familypoolfun.com

B. Damages: The shipping cartons are designed to take the movement of shipping, and may look pretty beaten up. This does not mean that your pool or accessories are damaged. However, please **note any damage to the cartons on the driver's delivery receipt.** This may present itself as a hole, scuff, scrape or crushed corner. This will help us with a claim if parts need to be replaced. You will not have to pay for the damaged item or missing items if it is noted on the delivery receipt by you. If there is damage that you do not note ?? you will be responsible for damages.

DO NOT REFUSE A DAMAGED SHIPMENT. There are several boxes/items to your order and not all items are damaged. If it is refused you will be charged a restocking and reshipping charge.

C. Inventory: Please go thru the entire shipment within 72 hours of the delivery. Please open the boxes and check the packing list against the products received. Notify us if there is any concealed damage or shortage not noted on the delivery receipt. If notification of the shortage or damage is done after the first 72 hours after the delivery, the recovery process will take longer.

To report freight damage or missing parts, email your name, customer order number and details to customerservice@familypoolfun.com. You may include a digital photograph so we may forward directly to UPS for prompt processing.

D. You will be asked to fill out a form and may be asked to provide digital pictures for all shortage or damage issues. This will ensure that the replacement parts are correct. If you are short any materials -- do not purchase yourself. Any unauthorized materials purchased will not be reimbursed.

Installation and Video are available on line at:
http://www.familypoolfun.com/main.php?htmlPage=video_install

TECH SUPPORT: Please make sure you have read all warranties for your pool and accessories, shipping information, return policies, and that you understand completely your assembly instructions.

If you have questions we do have Tech support at Tech@FamilyPoolFun.com

CANCELLATION POLICY: If you need to cancel your order for any reason prior to receiving it, there is no cancellation fee if your order has not been processed. If the order has been processed you will be responsible for a 3% processing fee to cancel the order. If your order is cancelled after it leaves the warehouse you will be responsible for all shipping charges and a 3% cancellation charge.

Referral Plan: If you purchased your Swimming Pool from us and have friends or family who would also like to order one (and are not currently in our database) -- have them tell us to send you a \$40 referral check at the time they purchase theirs and we will take care of the rest. There is no limit on the number of referral checks you may receive.

If we can be of further assistance, please feel free to contact us.

BW Inc.
Customer Service
customerservice@familypoolfun.com
800-250-5502 or 320-695-2691

- **B.W. Inc. Family Sites**
- <http://www.FamilyPoolFun.com>
- <http://www.FamilyGoKarts.com>
- <http://www.SpendLessOnHeat.com>
- <http://www.CareSecrets.com>
- <http://www.ToughFinish.com>